



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HOUSING SPECIALIST I	Class No. 003830
HOUSING SPECIALIST II	Class No. 003831
HOUSING SPECIALIST III	Class No. 003832

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■ CLASSIFICATION PURPOSE

To assist eligible clients obtain affordable rental housing in accordance with federal, state, and local housing regulations; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Positions in this class series are allocated only to the Housing and Community Development Department.

Housing Specialist I:

This is the entry-level class. Under immediate supervision, incumbents are responsible for managing rental assistance contracts. This class is distinguished from the Housing Aide class in that the latter performs eligibility determination and client briefing duties and does not manage rental assistance contracts and/or determine eligibility to receive benefits.

Housing Specialist II:

This is the journey-level class. Under general supervision, incumbents manage rental assistance contracts, investigate program abuse complaints, perform special projects, and may provide technical guidance and training to lower level staff. This class is distinguished from the Housing Specialist I class in that the latter generally manages a lesser number of rental assistance contracts under close supervision, and does not act in a lead capacity for a supervisor.

Housing Specialist III:

This is the first line supervisory-level class. Under direction, incumbent train, supervise, and evaluate the work of subordinate staff, handle complex rental and lease negotiations and landlord/lease mediations, manage special projects, oversee hearings, assist in the development of program processes and procedures, and produce various reports.

■ FUNCTIONS

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Housing Specialist I

Essential Functions:

1. Determines, certifies, and/or re-certifies clients' eligibility for federal, state and locally funded housing programs by interviewing and verifying income, assets, and other financial data.
2. Compiles and assesses eligibility information in compliance with housing regulations.
3. Computes tenants' rents and determines and authorizes housing assistance payments within established limits.
4. Inspects housing units to ensure compliance with established housing quality standards.
5. Prepares lease and contracts.
6. Advises tenants and property owners concerning their rights and responsibilities.
7. Mediates and negotiates tenant/property owner rental and lease contracts.
8. Establishes rents with property owners.

9. Reviews and processes damage claims.
10. Maintains and monitors records.
11. Inputs, accesses, and generates information from a computerized record keeping system.
12. Researches information and reviews housing program case files for accuracy, completeness, and compliance with housing regulations.
13. Investigates program abuse complaints by interviewing persons pertinent to the investigation.
14. Represents the department at outreach activities.
15. Makes referrals to other community agencies.
16. Conducts field inspections and investigations.
17. Prepares activity reports.
18. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

#### Housing Specialist II

##### Essential Functions:

All the functions listed above and

1. Provides technical guidance and training to lower level staff.
2. Represents the department at community meetings and outreach activities.
3. Assists the supervisor in final approval of housing assistance payments.
4. Assists the supervisor in monitoring the activities of other staff, caseload coverage, and quality control inspections.
5. Prepares position statements and represents department as administrative hearings.
6. Performs various special project assignments with minimal supervision.

#### Housing Specialist III

##### Essential Functions:

All the functions listed above and

1. Plans, assigns, monitors and evaluates the work of subordinate staff.
2. Interviews, selects and trains staff.
3. Reviews subordinates' work for accuracy and compliance with housing regulations.
4. Negotiates the more complex lease provisions and damage claims.
5. Approves and authorizes payments.
6. Resolves disputes between landlords and tenants.
7. Serves as liaison with community organizations.
8. Prepares responses to inquiries from elected officials.
9. Assists in developing department goals, objectives, and policies.
11. Manages special projects.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

The following apply to all classes:

- Federal, state, and local housing rules, regulations and programs to include rental assistance programs for low-income households.
- Landlord/tenant rights and responsibilities.
- Housing quality standards for decent, safe, and sanitary housing.
- Housing inspection techniques.
- Federal, state, and local housing agencies and their respective powers and responsibilities.
- Methods and techniques of interviewing.
- Office procedures and computerized record keeping systems.
- Business mathematics.
- Legal terminologies.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

### Housing Specialist II (in addition to above)

- Principles and techniques of lead work and training.

### Housing Specialist III (in addition to above)

- Principles and techniques of supervision and training.

### Skills and Abilities to:

The following apply to all classes:

- Understand, interpret, and apply federal, state, and local housing rules and regulations.
- Research, compile, and analyze information for compliance with policies, rules, and regulations.
- Analyze and interpret personal and financial data and draw logical conclusions.
- Manage a caseload of rental assistance contracts.
- Effectively negotiate or mediate leases, damage claims, and landlord/tenant disputes.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations that require a high degree of sensitivity, tact, and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

### Housing Specialist II (in addition to the above):

- Independently prioritize and manage a caseload of rental assistance contracts.
- Provide technical guidance and training to others.

### Housing Specialist III (in addition to the above):

- Supervise subordinates to include: training, assigning, reviewing, monitoring, prioritizing, and evaluating work of staff.
- Represent the department at public meetings and make presentations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

### Housing Specialist I:

1. A bachelor's degree from an accredited U.S. college or university or certified foreign studies equivalency in finance, real estate, planning, or a related field; OR
2. An associate of art's degree as described above AND two (2) years of public contact experience which required using interpersonal and communication skills in dealing with persons from a wide variety of socio-economic backgrounds; OR

3. Two (2) years of experience reviewing and processing applications for income eligibility or determining income eligibility through interviewing and reviewing data. This experience must have included responsibility for reading, interpreting, explaining, and applying governmental or institutional rules and regulations.

Housing Specialist II:

One (1) year of housing program-related experience at the level of Housing Specialist I with the County of San Diego which must have included interpreting, explaining, and applying low income housing program rules and regulations.

Housing Specialist III:

One (1) year of experience at the level of Housing Specialist II with the County of San Diego, which must have included the application of low-income housing program rules and regulations and lead-level responsibilities.

**Note:** Possession of a public housing certificate or diploma sponsored by one of the Public Housing specific training organizations such as Nan McKay, Housing Television Network (HTVN), National Association of Housing and Redevelopment Officials (NAHRO), is highly desirable.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Travels throughout the county, performs fieldwork in inclement weather and may inspect unsanitary dwellings.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Housing Specialist I:

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

Housing Specialist II:

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**Housing Specialist III:**

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: June 3, 1976 (Housing Specialist I)**  
**New: June 10, 1981 (Housing Specialist III)**  
**New: October 20, 1981 (Housing Specialist II)**  
**Revised: January 31, 1995**  
**Reviewed: Spring 2004**  
**Revised: March 31, 2006**  
**Revised: June 23, 2006**

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